



Annual Report

Federal Fiscal Year 2007

Providing opportunities for people with developmental disabilities and their families to enhance independence, productivity, and inclusion.

About this Report

Created by federal law and funded by the United States Congress, Developmental Disabilities Councils work to effect changes in public policy so that people with developmental disabilities and their families are empowered and supported to become more personally independent and economically productive. Based on the needs as determined by people with developmental disabilities and their families, Councils develop and implement five-year State Plans, which include goals and objectives to address the most important issues impacting people with developmental disabilities. The current five-year State Plan covers October 1, 2006 – September 30, 2011.

Each year the Council submits a Federal Program Performance Report to the Administration on Developmental Disabilities detailing the advocacy, capacity building and systemic change activities that the Council has undertaken in an effort to meet its State Plan goals and objectives. Because the federal report is a technical document that is completed and submitted on-line, this report is produced in order to provide information in a more readable format. The 2007 report is the first annual report for the current five-year plan.

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Status of Services and Supports in the Commonwealth

Funding for services and supports for people with developmental disabilities in the FY08 budget was essentially level, but in some cases funding was increased. Significant increases are still necessary to restore over \$300 million that was cut in previous years. In real dollars, spending would need to be increased by over \$1.5 billion just to maintain services at the level that existed in FY01. Massachusetts continues efforts to expand the use of waivers to reduce the number of people served in institutional settings, and continues efforts to transition people from nursing homes to community placements. In addition to submitting a renewal of the existing waiver for home and community-based services, the state has submitted two new waiver applications, one targeting intensive services for children with autism between ages 3 and 8, and a new waiver for family support services and/or for individuals who need supports and related generic services but require less than 24 hour residential services.

Litigation continues to slow the state's efforts to expand community based services and supports. In the ongoing case over the Commonwealth's efforts to close the Fernald State School, on August 14, 2007 the U.S. district court ordered that any communication between the Department of Mental Retardation and Fernald residents and their guardians that addresses choices for further residential placement must include Fernald among the options which residents and guardians may rank when expressing their preferences. In carefully worded language the judge cited systemic failure and transfer trauma as the primary issues that led to the decision. However the court monitor's report indicates that the state fully complied with transfer requirements, which is evidence that no failure has occurred. In addition, transfer trauma was related to a concern for future placements, which is entirely speculative. Although the order does not directly ban the Commonwealth from eventually closing Fernald, the order will essentially have that effect. As a basis for the decision the judge cited *Olmstead v. Zimring*, 527 U.S. 581 (1999) which concluded in part that the transfer from institutional care is appropriate if it is not opposed by the individual. If the order is left to stand then the choice of one individual to oppose an alternative placement could force the Commonwealth to maintain the Fernald Developmental Center indefinitely. This would result in an even greater inequity in the service system, and severely limit the Commonwealth's ability to effectively serve the thousands of people with disabilities living in the community. On September 12, 2007 the Governor filed an appeal of the decision.

Another major barrier to enhancing community supports is the continued shortage of qualified workers to provide supports to people in the community. The average rate of pay for direct care workers is less than \$11.00 per hour, and dollars funded through an annual salary reserve are well below what is needed to raise salaries to attract qualified workers. In addition, community provider agencies have received no 'cost of business' rate adjustments since the late 1980s, placing significant strain on their ability to provide quality services and supports. As a result the provider landscape is shifting to larger and fewer agencies, resulting in less choice for individuals. Efforts to resolve the workforce shortage are sporadic, and no initiative has been undertaken to effect long-term solutions.

Initiatives and Accomplishments in 2007

Community Supports

Individuals received formal/informal community supports	949
Dollars leveraged for community supports	\$23,851,382
Programs/policies created/improved	10
People facilitated formal/informal community supports	6
People trained in formal/informal community supports	1,154

The Council continued its collaboration with Arc Massachusetts to increase access to quality community services and supports for people with developmental disabilities. The partnership produced and disseminated 500 copies of a handbook on how to gain access to essential services, and educated appointed and elected officials about strategies for expanding self-direction through the use of community-based waivers. Legislation was drafted that would create a means for tracking the unmet needs of individuals with DD, and the partnership continued its 'campaign for community'. These efforts contributed to the new Governor's decision to appeal a federal court ruling that would essentially prohibit the state from closing a state school. The project also successfully advocated for over \$21.5 million in increased funding for community services for people with developmental disabilities.

The Council continued the Barbara Wilensky Gopen Fellowship, a one-year fellowship offering a unique opportunity for a person with a developmental disability or family member to gain expertise in disability issues and to work with the Massachusetts Developmental Disabilities Network Programs to work on a project that they propose, design and implement. The 2007 Gopen Fellow, Shannon McCue, is a recent college graduate who is passionate about bridging the digital divide for people with disabilities, and is developing and producing a guide to accessible Community Technology Centers in Massachusetts.

In partnership with MA Families Organizing for Change the Council continued its efforts to solidify the Commonwealth's long-term commitment to flexible individual and family supports. The third year of this effort focused on working with stakeholders and policymakers to insure that the development of the agency annual plans included "substantial consultation" from families and individuals, as required by Chapter 171, the "Individual and Family Support" law. In addition to supporting focus groups across the state, the project trained 289 people about Chapter 171, and held a "Train the Trainer" workshop. A statewide conference is planned for October 2007.

The one-stop family center established through the SCAN 360 Project is actively assisting 45 to 55 families at any given time, the majority from Latino families. The center is also working with parents with disabilities, teen parents, elder caregivers, homeless families of people with disabilities.

Community Supports Projects

Building Inclusive Communities (07.CS.E)

Increase awareness about autism and developmental disabilities among librarians and elementary schoolchildren.

Flexible Supports Coalition (05.CS.L)

To insure proper implementation of Chapter 171 and to work toward the broader understanding, acceptance and utilization of flexible supports.

Impacting the Future of Community Services for PWDD (05.CS.N)

To positively impact the future of community services for people with developmental disabilities in Massachusetts.

Latino Leadership and Support Network (07.CS.A)

To maintain a support network for Latinos within the Lawrence community to enhance their effectiveness as advocates for their family members with developmental disabilities.

Life After We Screen (05.ED.H)

To identify the barriers preventing children referred for community developmental services from accessing them, provide supports as needed, and generate an action plan to overcome these obstacles

Local Coalition Building (07.CS.C)

Project to establish and maintain coalitions of elder services and mental retardation providers to improve supports to elder caregivers of adults with developmental disabilities.

MABS Benefits Planning Calendar (06.EM.G)

MABS proposes to design, produce and disseminate a Benefits Planning Calendar, which will enable beneficiaries to record earnings and deductible expenses, and store correspondence from and to SSA.

MADAC Parent Association (05.CS.M)

Develop a support network for Asian and Pacific Islanders within Malden/Metro Boston/North Region and increase their capacity to advocate for their family members with developmental disabilities.

The New Directions Project (07.CS.G)

Collaboration to expand and enhance self-directed services for people with developmental disabilities and their families.

Unmet Needs Systems Change Project (05.CS.J)

Institute HCBS waivers to increase access to services and community integration; promote regulations which increase access for consumers w/DD; provide funding to insure services to consumers.

Education and Early Intervention

Students have the education and support they need to reach their educational goals	457
Infants and young children have the services/supports needed to reach developmental goals	1,262
Dollars leveraged for education	\$5,575,000
Education programs/policies created/improved	27
Post-secondary institutions improved inclusive education	10
Schools improved IEP practices	22
People facilitated inclusive education	787
People trained in inclusive education	740
Parents trained regarding their child's educational rights	738

The Council continued support for the Special Education Collaborative Project to promote policies and practices that enhance educational potential and inclusion of children with developmental disabilities. This unique collaboration of diverse stakeholders involved with special education includes participants from 34 statewide organizations and agencies representing parents, advocates, school administrators, teachers unions, state education and higher education officials, human service agencies, post-secondary institutions, and representatives from the legislature.

The collaboration prioritized overcoming barriers to successful transition from school to the community, with a focus on integrated educational, vocational, and independent living opportunities. The partnership achieved many significant accomplishments, including enactment of a new Concurrent Enrollment for Students with Disabilities, culminating in a \$1,575,000 line item in the state budget to establish pilot programs for students with disabilities who fail the Massachusetts Comprehensive Assessment System (MCAS). 22 school districts, 9 institutes of higher education and 112 students participated in the Concurrent Enrollment grant program.

In 2006, the Council worked with Children's Hospital, Boston to implement a validated developmental screening tool to identify children at high risk for developmental needs ("We Screen"). All children receiving primary care at Children's Hospital (CHB) now receive high quality screening to identify developmental disabilities efficiently and early. Of 1861 children screened, 224 received a new referral for further evaluation, and 58 participated in services addressing other developmental needs such as Early Intervention. As a result of the project's success, the partnership was extended for a second year ("Life After We Screen") to identify barriers to services beyond the screening process. The project surveyed families to determine success and obstacles in connecting to services. 71 of the 171 children completed the recommended further evaluation. The project concluded that in order for routine screening to be effective, addressing low follow-up rates is essential, particularly in settings where urban, minority children receive care. The project will continue to educate doctors in Massachusetts about the importance of routine developmental assessment, and will implement improvements in the practices of the clinic at Children's Hospital.

Education and Early Intervention Projects

Autism Legal Support Project (07.ED.E)

Project to provide information, materials, training and supports to parents, autism support centers, Arc's and other organizations and professionals working with parents.

Early Intervention Inter-agency Coordinating Council (07.ED.D)

Collaboration with the state Department of Public Health to plan, develop and implement early intervention services.

Education Law Task Force (07.ED.B)

Collaboration between education advocates, legal services attorney, parent advocates and psychologists to enhance legal representation of people with DD in education law issues.

MCAS Brochure Dissemination (07.ED.C)

Project to distribute a series of brochures about the rights of, and options for, students with disabilities who fail MCAS, the state's standardized test.

Special Education Collaboration Project (05.ED.I)

The Project goal is to promote policies and practices that enhance educational potential and inclusion of children with DD through a unique collaboration of diverse stakeholders.

Employment

Adults have jobs of their choice	5
Dollars leveraged for employment	\$27,264
Employment programs/policies created/improved	2
People facilitated employment	22
People trained in employment	16

From Self-Advocacy to Self-Employed is a peer-based training series and demonstration project in partnership with the Western Massachusetts Training Consortium. The project provides training, technical assistance and supports to self-advocates interested in becoming entrepreneurs to run their own businesses, many as a means of supplementing their existing income. In the first year of the project two self-advocates who own their own businesses are mentoring seven individuals with disabilities to start and sustain their own businesses. Some of the entrepreneurial projects being established include a crocheting business, a snack box delivery service, a motivational speaking business, and arts and crafts endeavors. A self-advocate entrepreneur network association has been formed to support the participants' ongoing entrepreneurial activities.

The Council undertook an initiative with the Massachusetts Association of Benefits Services (MABS) to design, produce, and disseminate a Benefits Planning Calendar. MABS is a collaboration of the Massachusetts Rehabilitation Commission, the Resource Partnership, and the Disability Law Center that works to develop services and products

that enable individuals with disabilities to make informed choices about work and training. The calendar is a tool to help Social Security Administration beneficiaries keep track of their earnings and reporting requirements. It provides a mechanism for beneficiaries to record their earnings and deductible expenses, and store correspondence from and to SSA. The calendar also has resource lists and information regarding SSA Work Incentives and other federal and state benefit programs. The project provided calendars to 100 working and self-employed beneficiaries this year, with plans to provide 1000 next year.

The Council continued work with the state Rehabilitation agency, the Institute for Community Inclusion and other public and private agencies on strategies to enhance services and supports to people with developmental disabilities, expand community-based employment options for people with developmental disabilities, and to provide recommendations to HHS concerning integration policies and practices.

Employment Projects

Public Affairs Internship Program (07.EM.D)

Provide training for people with DD and other disabilities to work in a business environment and to participate in Public Affairs.

Self-Employment for Youth (07.EM.E)

Connecting youth with disabilities and their parents to resources for self-employment and business ownership.

Health

People have needed health services	22
Dollars leveraged for health services	33,337
Health care programs/policies created/improved	2
People improved health services	2
People trained in health care services	34

The Council undertook a project with the Boston Medical Center to train volunteer advocates to support patients with developmental disabilities. The Here to Help Advocacy program trained volunteer advocates to support outpatients with developmental disabilities by removing barriers, facilitating participation in preventive health care programs, and improving the continuum of healthcare services. The project served 22 people by the end of the first year.

The Council remains an active partner in Health Care for All, a cross-disability and health advocacy coalition. The coalition was successful in advocating for changes in health policy as part of the state's health care reform. The Council also continued its ongoing partnership with New England Index to maintain the Internet accessible statewide resource list of dentists providing services to people with developmental disabilities.

Health Projects

Dental Registry (07.HE.A)

Collaboration with the MA Network of Information Providers to maintain a web based list of dentists serving people with DD in the Commonwealth.

Here to Help Advocacy Program (06.HE.I)

To improve access to quality health care for 50 to 100 people with developmental disabilities through the provision of a trained volunteer advocate.

Making the Youth Trauma Program Accessible (07.HE.C)

Project to train local community agencies and to advocate for improved trauma services to people with disabilities.

Housing

Individuals have homes of their choice	331
Dollars leveraged for housing	\$508,750
Housing programs/policies created/improved	2
Units of affordable, accessible housing made available	622
People facilitated home ownership/rental	211
People trained in housing	78

The Council partnered with the Boston Center for Independent Living to implement the Principles in Action Project to promote affordable, integrated housing for people with disabilities. The project formed a housing advocacy coalition comprised of people with disabilities. With the election of a new governor and subsequent appointment of new agency heads and commissioners, the coalition held meetings with top policymakers in the state's housing, human services and rehabilitation services departments, sharing the "Principles for Developing Integrated Housing in the Community for Individuals with Disabilities" that was developed under a previous Council grant. The project also presented the principles at a public hearing held by the Executive Office of Health and Human Services, and to the Joint Legislative Committee on Human Services.

In partnership with other disability organizations the Council and the Boston Center for Independent Living led a challenge to proposed revisions in the Boston Housing Authority's (BHA's) Designated Housing Plan that would have shifted 10% of its public housing units from people with disabilities to elders. The advocates made their case to the federal Department of Housing and Urban Development (HUD), which ultimately rejected BHA's proposed changes. This successful campaign resulted in the preservation of 400 units of affordable, accessible housing. Other project outcomes include 30 people trained in systems advocacy, 32 people active in systems advocacy and 60 public policymakers educated about housing issues.

The Council continued its partnership with the United Housing Coalition to advocate for the development and preservation of affordable supportive housing options for people

with disabilities, and continued to support the web-based housing registry for people with disabilities. The Council continued to support an initiative to provide no or low interest loans to individuals to make their homes accessible for household members with mobility impairments, and a partnership to assist people with developmental disabilities to obtain down payment assistance for home ownership.

Housing Projects

Community Based Housing Advocacy Project (07.HO.D)

To increase availability of integrated affordable housing for people with disabilities.

Housing for People w/Disabilities Committee (07.HO.G)

Collaboration to improve housing policy and affordable housing opportunities for people with developmental disabilities.

Principles In Action (PIA) (05.HO.K)

To increase the development of integrated housing for people with disabilities

Statewide Initiative to Expand Housing Resources (07.HO.C)

To expand policies and statewide initiatives to increase resources and opportunities for people with DD.

United Housing Coalition (07.HO.A)

Statewide coalition to advocate for development and preservation of affordable community based housing options for people with disabilities.

Web Accessibility of Mass Access (07.HO.B)

Project to assist people with disabilities to obtain accessible housing by using a web-based housing registry.

Quality Assurance

People benefiting from quality assurance efforts of the Council	336
Dollars leveraged for quality assurance programs	\$140,072
Quality assurance programs/policies created/improved	24
People facilitated quality assurance	23
People trained in quality assurance	499
People trained in leadership, self-advocacy, and self-determination	36
People attained membership on public and private bodies and other leadership Coalitions	5
Number of entities participating in partnerships or coalitions created or sustained as a result of Council efforts	239

The Self-Advocacy Leadership Series is a ten-week class, designed and led by a self-advocate, to teach leadership skills to other self-advocates and prepare them to serve as leaders in the community. There were twelve graduates from Central and eight from Northeast region. Both classes took place at area colleges, adding to the academic feel of the series, and providing an opportunity for self-advocates to experience a post-secondary environment, most for the first time. The series graduated 20 students this year, and 120 self-advocates, family members, friends and support staff attended the classes and the graduations. The fall semester SALS class is currently in session at Holyoke Community College. Sixteen SALS graduates served as greeters at the Council's 2007 Legislative Reception at the State House, and distributed information packets to legislators at their offices following the event.

The Council continued its collaboration with MA Advocates Standing Strong (MASS), the statewide self-advocacy organization for people with developmental disabilities. The partnership focused on working toward self-sufficiency, and was successful in leveraging additional funds from other state sources and the DD Network partners. The Council continued to support MASS in its efforts to expand its working relationships with the other members of the DD Network, other advocacy groups and provider organizations, to move these agencies from soliciting self-advocates as volunteers toward financially supporting them for the valuable services they provide.

The Council continued the consumer empowerment and conference support programs, providing opportunities to 331 individuals with developmental disabilities and family members to attend conferences and seminars to improve their disability knowledge and self-advocacy skills. Through various other initiatives the Council provided training to 499 people with developmental disabilities and family members, systems advocacy training to over 2000 people and supported over 4000 people in their systems advocacy activities. The Council completed the third phase of the DD Suite Project; installing and training additional Councils on the data management system, bring the partnership to 36 Councils. Over 200 distinct entities participated in partnerships created and/or sustained by the Council.

Quality Assurance Projects

Conference Support Program (07.QA.H)

Project to provide stipends to pay conference registrations and accommodations for people with developmental disabilities and families.

Consumer Empowerment Program (07.QA.G)

Project to support the participation of individuals and families in conferences and other trainings to enhance their knowledge and self-advocacy skills.

DD Suite (07.QA.A)

To maintain the national partnership of collaborating DD Councils in order to demonstrate a new model of data management that enhances the accuracy and validity of performance reporting.

Functional Equality to Access Telecommunications Network (07.CS.H)

To ensure functionally equivalent access to the telecommunications network for people with speech and hearing disabilities.

Legislative Advocacy Training (05.QA.R)

To enhance the ability of organizations and individuals with disabilities to better advocate for their needs

Legislative Platform Taskforce (07.QA.E)

Project to advocate for positive legislative and budget actions for people with developmental disabilities and their families.

Mentoring Council Self-Advocates (07.QA.J)

Project to assist Council self-advocates to effectively participate in all Council activities and to enhance leadership and system advocacy skills.

Self-Advocacy Leadership Series (07.QA.I)

Education and training series to teach advocacy and leadership skills, and to promote individuals with developmental disabilities as leaders in the community.

Side by Side: Best Practices Video (06.QA.B)

Legal Aid University will develop the Side by Side video to train legal aids, leaders, and staff to ensure quality representation of individuals with developmental disabilities.

Supporting Statewide Self-Advocacy (05.QA.Q)

To build a strong statewide self-advocacy organization in Massachusetts for individuals with developmental disabilities.

Public Policy, Cross Cutting and Other

Public policymakers educated by Council about issues related to Council Initiatives.	326
Products distributed to policymakers about issues related to Council Initiatives	13
Members of the general public estimated to have been reached by Council public education, awareness and media initiatives.	1,097,160
People active in systems advocacy	4,035
-Individuals with DD	517
-Family Members	1,499
-Others	2,019
People trained in systems advocacy	2,021
-Individuals with DD	393
-Family Members	639
-Others	989
People active in recreational activities	31
People facilitated recreation	25
People trained in recreation	6
People have transportation services	119
Dollars leveraged for transportation programs	\$1,000
People facilitated transportation	1
People trained in transportation	15

The Council addressed its core mission of providing opportunities for people with developmental disabilities and families to enhance independence, productivity and inclusion through many initiatives focused on bringing people together with policymakers to advocate on their own behalf. The Legislative Advocacy Training Project provides information, resources and training on the legislative and budget process, and individual and organizational skill building to assist for individuals and advocacy groups them in the advocacy efforts with policymakers. The project conducted seventeen trainings to 413 people, including local self-advocacy groups, parents of children with intellectual disabilities, a Latina parents group and a group of deaf-Latino adults. Four trainings took place at the State House.

The Council expanded its initiative to provide information and referral on disability related issues to individuals with developmental disabilities and families. The Council held an orientation at the State House for newly elected legislators in January and an annual legislative reception in March. These events provided a forum for over 300 people with developmental disabilities and family members to present their legislative and budget priorities, and to visit with their elected officials. Thirteen publications and many smaller documents were produced and disseminated by the Council and partners to policymakers. In addition, the public awareness efforts of many Council projects included articles in newspapers and other local publications.

Public Policy, Cross Cutting and Other Activities

Disability Bill Sharing Project (07.CR.E)

Initiative to bring together the Disability Advocacy Community & State Legislators to exchange bill information & encourage cooperative efforts for common goals.

Diversity Outreach Project (07.CR.D)

Develop new or existing marketing materials in order to recruit diverse members to the Council. To recruit a Latino applicant to the Council.

Gopen Fellowship - (05.CS.K)

To gain expertise in disability issues by researching and developing inclusive recreation opportunities for local teens with disabilities aged 14-22.

Information and Referral (07.CR.B)

Provide information and referral on disability related issues to individuals with developmental disabilities and families.

Legislative Reception (05.CR.C)

To provide an opportunity for individuals with disabilities, family members and advocates to educate state legislators and administration policymakers about their priorities in legislation and budget

Opening Doors Initiative (07.RE.A)

Project to provide community inclusion recreational experiences and to develop accessible community resources for young people ages 5-21 with severe, multiple developmental disabilities.

Orientation for New Legislators (05.CR.F)

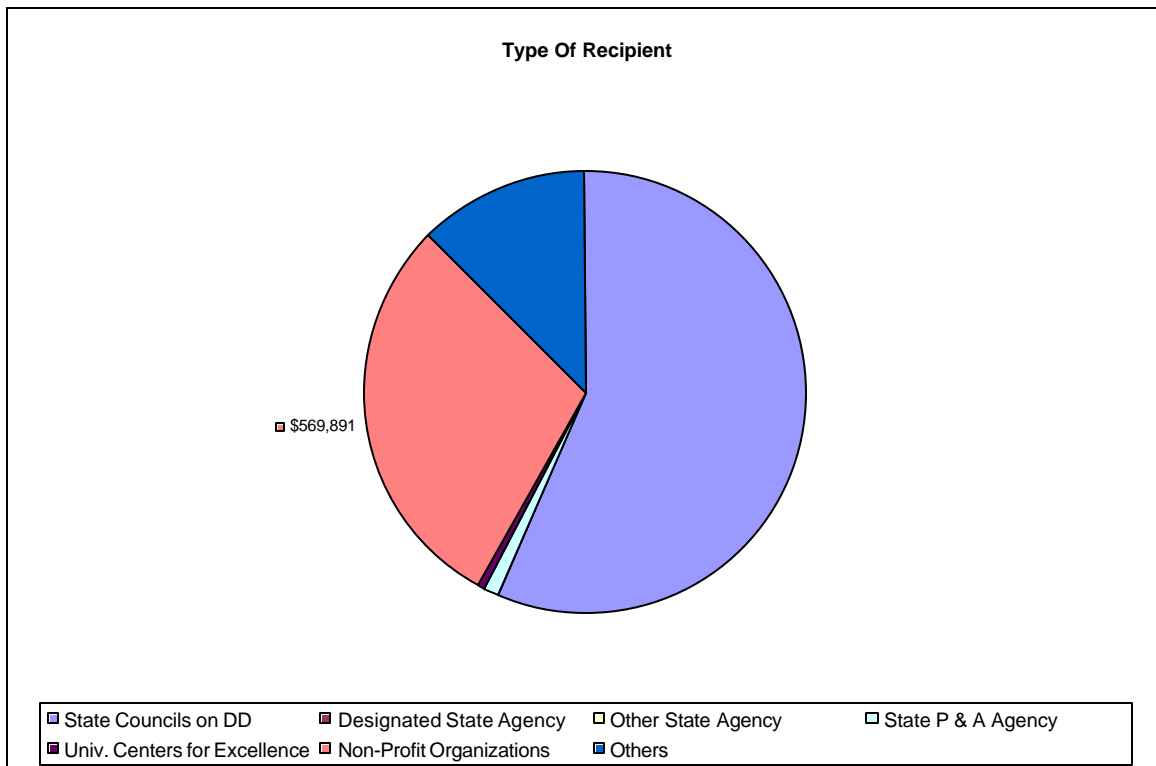
To provide an opportunity for individuals with disabilities, family members and advocates to educate new state legislators about their priorities in legislation and budgets.

Web Access and Education Project (07.CR.A)

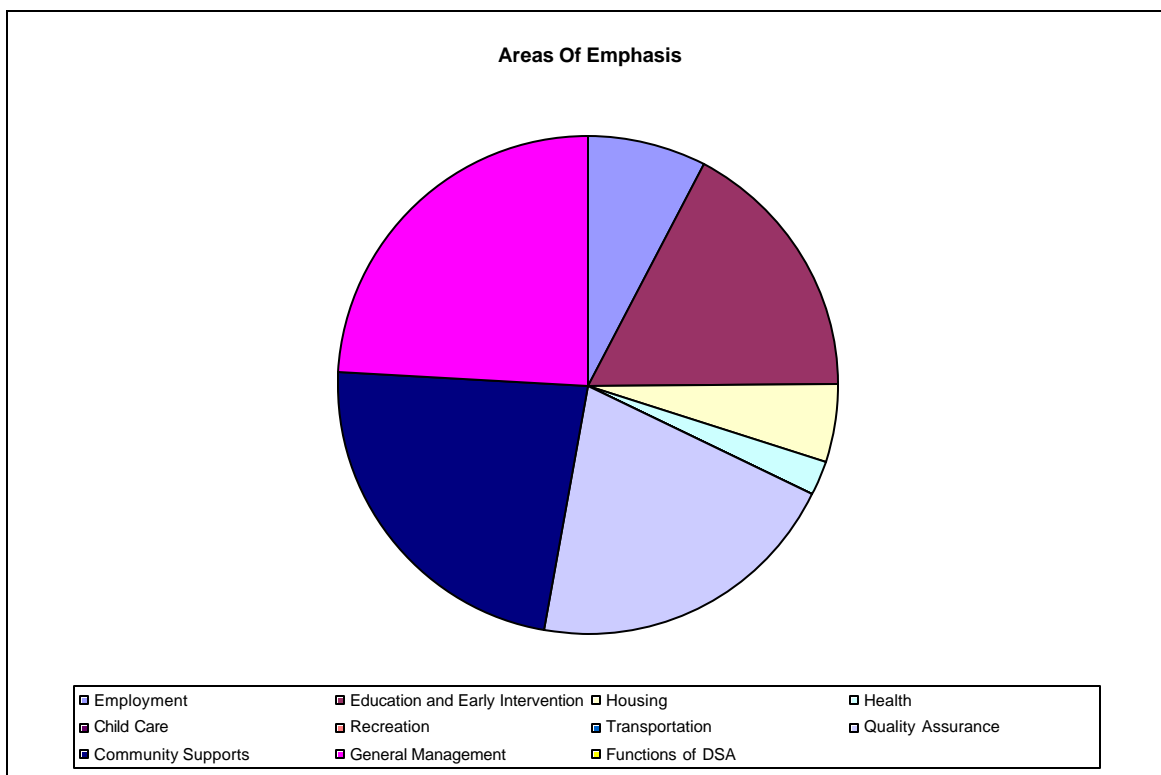
Project to educate and inform citizens of the Commonwealth about the Council and its initiatives on behalf of people with developmental disabilities

FFY 2007 Expenditures

By Type of Recipient	DD Council Funds	Other Funds	Total
State Council on DD	\$851,464.00	\$245,935.00	\$1,097,399.00
Designated State Agency	\$0.00	\$0.00	\$0.00
Other State Agency	\$0.00	\$0.00	\$0.00
State P&A Agency	\$0.00	\$0.00	\$0.00
University Centers for Excellence	\$15,000.00	\$17,457.00	\$32,457.00
Non-Profit Organizations	\$345,279.00	\$224,612.00	\$569,891.00
Others	\$166,876.00	\$76,711.00	\$243,587.00
Total	\$1,378,619.00	\$564,715.00	\$1,943,334.00



By Areas of Emphasis	DD Council Funds	Other Funds	Total
Employment	\$112,413.00	\$37,265.00	\$149,678.00
Education & Early Intervention	\$273,108.00	\$63,782.00	\$336,890.00
Housing	\$88,499.00	\$8,975.00	\$97,474.00
Health	\$17,166.00	\$23,020.00	\$40,186.00
Child Care	\$0.00	\$0.00	\$0.00
Recreation	\$0.00	\$0.00	\$0.00
Transportation	\$0.00	\$0.00	\$0.00
Quality Assurance	\$275,228.00	\$125,128.00	\$400,356.00
Community Supports	\$389,543.00	\$60,610.00	\$450,153.00
General Management	\$222,662.00	\$245,935.00	\$468,597.00
Functions of DSA	\$0.00	\$0.00	\$0.00
Total	\$1,378,619.00	\$564,715.00	\$1,943,334.00



State DD Network Collaboration

The Massachusetts (MA) Developmental Disabilities (DD) Network is a collaborative of the four organizations funded through the Developmental Disabilities Act that promote self-determination, independence, productivity, integration and inclusion in all facets of community life for people with developmental disabilities and their families. The network partners accomplish this mission through advocacy, education, research and dissemination of information. The following are selected collaborative activities undertaken by the network in 2007.

Leadership Development

Community leadership by people with developmental disabilities and family members does not meet the level needed to maintain strong community organizing and systems advocacy.

The DD Network maintains an ongoing year long fellowship for people with developmental disabilities and family members to develop and enhance leadership skills and knowledge of disability issues and systems advocacy. In addition, each network member provides support to the statewide self-advocacy organization to assist it in developing new leaders in self-advocacy.

The Fellowship has prepared graduates for greater opportunities in disability advocacy. Recent graduates have been accepted into the Robert F. Kennedy Public Policy Fellowship and the LEND graduate school program. One graduate is employed at the MA DD Council and the most recent graduate was elected as chairperson of the statewide self advocacy organization.

Supporting Self Advocacy

The statewide self-advocacy organization has existed for ten years but has been unable to move toward independence and self-sufficiency. The DD Network is collaborating to support board development (independence) and program development (self-sufficiency), and to assist in expanding the self-advocacy network.

The Council directly supports MA Advocates Standing Strong (MASS), the statewide self-advocacy organization for people with developmental disabilities. The partnership focuses on working toward self-sufficiency, and was successful in supporting MASS in its efforts to expand its working relationships with the DD Network, state agencies, other advocacy groups and provider organizations.

Consumer Satisfaction with Council Supported Activities

The Council conducts ongoing customer satisfaction surveys and reports the results annually. Surveys are obtained from people with developmental disabilities, family members and other individuals involved with Council initiatives. Two survey types were used during FFY 2007 as the Council transitioned to a new required format. The basic survey asks the respondent to indicate a level of satisfaction with the Council supported initiative, activity or project. Those results are shown on the upper right of this page. The new detailed format asks respondents to rate the impact of the Council supported initiative, activity or project. The results for the detailed survey type are shown here.

Consumer Satisfaction Surveys	FFY 2007	
Responses	155	
	#	%
Very Satisfied	138	89%
Somewhat Satisfied	17	11%
Not Satisfied	0	0%

Customer Satisfaction Surveys – FFY 2007

Number of responses: 53

1. Respect - I (or my family member) was treated with respect during project activity.				Yes: 96% No: 4%
2. Choice - I (or my family member) have more choice and control as a result of project activity.				Yes: 100% No: 0%
3. Community - I (or my family member) can do more things in my community as a result of this project.				Yes: 90% No: 10%
4. Satisfied - I am satisfied with project activity.	4 Strongly Agree: 87%	3 Agree: 11%	2 Disagree: 0%	1 Strongly Disagree: 2%
5. Better Life - My life is better because of project activity.	4 :Strongly Agree: 75%	3 Agree: 23%	2 Disagree: 0%	1 Strongly Disagree: 2%